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1. A method for monitoring multiple service repairs of an operational failure of the processing system, said method comprising the steps of:

receiving a first data signal indicative of the operational failure of the processing system;

storing a first plan for repairing the operational failure of the processing system within a storage device in response to the reception of the first data signal; and

retrieving the first plan from the storage device during a first service repair of the operational failure of the processing system.

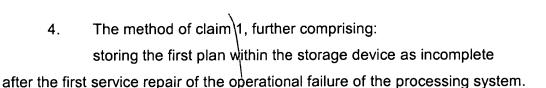
- 2. The method of claim 1, further comprising:
 storing the first plan within the storage device as closed after the first service repair of the operational failure of the processing system.
- 3. The method of claim 2, further comprising:
 receiving a second data signal indicative of the operational failure of the processing system after a reception of the first data signal;

storing a second plan for repairing the operational failure of the processing system within the storage device in response to the reception of the second data signal; and

retrieving the first plan and the second plan from the storage device during a first service repair of the operational failure of the processing system.

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5. The method of claim 4, further comprising:
receiving a second data signal indicative of the operational
failure of the processing system after a reception of the first data signal;
storing a second plan for repairing the operational failure of the
processing system within the storage device in response to the reception of
the second data signal; and
retrieving the first plan and the second plan from the storage
device during a first service repair of the operational failure of the processing
system.

15 6. A system for monitoring multiple service repairs of an operational failure of the processing system, said system comprising the steps of:

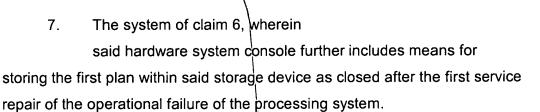
a storage device; and

a hardware system console including

means for receiving a first data signal indicative of the operational failure of the processing system,

means for storing a first plan for repairing the operational failure of the processing system within said storage device in response to the reception of the first data signal; and

25 means for retrieving the first plan from said storage device during a first service repair of the operational failure of the processing system.



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8. The system of claim 7, wherein said hardware system console further includes: means for receiving a second data signal indicative of the operational failure of the processing system after a reception of the first data signal;

means for storing a second plan for repairing the operational failure of the processing system within said storage device in response to the reception of the second data signal; and

means for retrieving the first plan and the second plan from said

storage device during a first service repair of the operational failure of the processing system.

9. The system of claim 6, wherein said hardware system console further includes means for storing the first plan within said storage device as incomplete after the first service repair of the operational failure of the processing system.

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10. The system of claim 9) wherein said hardware system console further includes: means for receiving a second data signal indicative of the operational failure of the processing system after a reception of the first data signal;

means for storing a second plan for repairing the operational failure of the processing system within said storage device in response to the reception of the second data signal; and

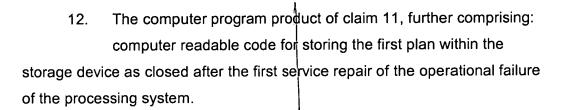
means for retrieving the first plan and the second plan from said 10 storage device during a first service repair of the operational failure of the processing system.

A computer program product in a computer readable medium 11. for monitoring multiple service repairs of an operational failure of the processing system, said computer program product comprising:

computer readable code for receiving a first data signal indicative of an operational failure of the processing system;

computer readable code for storing a first plan for repairing the operational failure of the processing system within a storage device in response to the reception of the first data signal; and

computer readable code for retrieving the first plan from the storage device during a first service repair of the operational failure of the processing system.



- 16 -

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13. The computer program product of claim 12, further comprising: computer readable code for receiving a second data signal indicative of the operational failure of the processing system after a reception of the first data signal;

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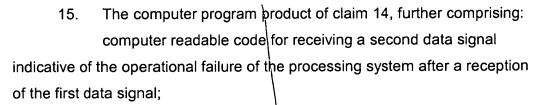
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computer readable code for storing a second plan for repairing the operational failure of the processing system within the storage device in response to the reception of the second data signal; and

computer readable code for retrieving the first plan and the second plan from the storage device during a first service repair of the operational failure of the processing system.

14. The computer program product of claim 11, further comprising: computer readable code for storing the first plan within the storage device as incomplete after the first service repair of the operational failure of the processing system.



computer readable code for storing a second plan for repairing the operational failure of the processing system within the storage device in response to the reception of the second data signal; and computer readable code for retrieving the first plan and the second plan from the storage device during a first service repair of the

16. A method for monitoring a service repair of an operational failure of a processing system, said method comprising the steps of:

operational failure of the processing system.

searching a storage device to identify each service plan related to the operational failure of the processing system during the service repair of the operational failure of the processing system; and

facilitating a display of each service plan identified as being related to the operational failure of the processing system during the service repair of the operational failure of the processing system.

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17. A system for monitoring a service repair of an operational failure of a processing system, said system comprising:

a storage device; and

a hardware system console including

means for searching said storage device to identify each service plan related to the operational failure of the processing system during the service repair of the operational failure of the processing system; and means for facilitating a display of each service plan identified as being related to the operational failure of the processing system during the service repair of the operational failure of the processing system.

18. A computer program product in a computer readable medium for monitoring a service repair of an operational failure of a processing system, said computer program product comprising the steps of:

computer readable code for searching a storage device to identify each service plan related to the operational failure of the processing system during the service repair of the operational failure of the processing system; and

computer readable code for facilitating a display of each service plan identified as being related to the operational failure of the processing system during the service repair of the operational failure of the processing system.

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